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TROUBLESHOOTING GUIDE

Honeywell PM45 and PM45c troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Honeywell documentation, PM45, PM45c, PM65 quick start guide and interface cards and accessories guide (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Honeywell PM45 and PM45C Series product page →

In brief. The Honeywell PM45 and PM45c are 4-inch thermal transfer and direct thermal industrial printers, the PM45c being the compact version; depending on the model, they show their status with coloured icons or on a touch display. The Honeywell quick start guide associates a red icon with each problem (media, ribbon, printhead lifted or too hot, configuration or general error) and lights the Maintenance icon in amber; the accessories guide documents the applicator interface messages, the 4G modem, the industrial interface card and printhead replacement. This guide covers these icons and messages, smart calibration with the Print button and the points specific to the PM45c. Click a question to open its entry.

- **A red or amber icon lights up** (Media, Ribbon, Printhead Lifted, Maintenance...): find it in the [lookup table](#) and open the matching entry.

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- **No icon, but the labels are incorrectly positioned:** run a [smart calibration](#), then print a [test label](#) to check the result.
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which icon or message is my Honeywell PM45 showing? Find the cause by icon and by message

Depending on the model, the PM45 and PM45c report their status with an icon display or a touch display. On the icon display, a red icon signals a problem, the Maintenance icon lights up amber and the status icons (Wi-Fi, Bluetooth, Connectivity, Pause) light up white. The table links each icon or message to its cause and to the entry that resolves it.

Message or state	Icons (Honeywell guide)	Likely cause	Entry
Media icon	● Media red	Media out, jammed or loaded incorrectly	Media icon
Ribbon icon	● Ribbon red	Ribbon out, not advancing or loaded incorrectly	Ribbon icon
Printhead Lifted icon	● Printhead Lifted red	Printhead lifted	Printhead Lifted
Printhead Hot icon	● Printhead Hot red	Printhead too hot	Printhead Hot
Printer Configuration icon	● Printer Configuration red	Printer configuration problem	Printer Configuration

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Message or state	Icons (Honeywell guide)	Likely cause	Entry
General Error icon	● General Error red	Problem not covered by the other icons	<u>General Error</u>
Maintenance icon	● Maintenance amber	Maintenance required, lifetime counter threshold reached	<u>Maintenance</u>
Pause icon	Pause white	Printer paused	<u>Pause</u>
Wi-Fi Signal icon	○ Wi-Fi off	Wireless radio disabled or not installed	<u>Wi-Fi</u>
Bluetooth icon	○ Bluetooth off	Bluetooth disabled or not installed	<u>Bluetooth</u>
Connectivity icon	○ Connectivity off	No data being sent or received	<u>Connectivity</u>
Applicator Error 1. / 2. / 3. (1340 to 1342)	—	AppErr1, AppErr2 or AppErr3 error signal received from the applicator	<u>Applicator errors</u>
RTW External Error. (1343)	—	External RTW signal received from the applicator	<u>Applicator errors</u>
Operation not allowed. Applicator Port disabled. (88)	—	Applicator command sent, port disabled	<u>Applicator port</u>
Operation not allowed. Applicator Port enabled. (89)	—	PORTOUT on a port used by the applicator	<u>Applicator port</u>

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Message or state	Icons (Honeywell guide)	Likely cause	Entry
Operation not allowed in Direct Protocol. (90)	—	Command not available in Direct Protocol	Applicator port
Dataready not enabled. (1344)	—	PRINTFEED without dataready enabled (Fingerprint, I-Style or Z-Style)	Applicator port
APPLICATOR PORT: Wait for signal.	—	Waiting for the print start signal from the applicator	Applicator port
APPLICATOR PORT: Wait for reprint.	—	Waiting for the reprint signal	Applicator port

The icon states come from the “LED Icon Display” table in the Honeywell PM45, PM45c and PM65 quick start guide; the Wi-Fi, Bluetooth, Connectivity and Pause icons light up white when they are active. The applicator interface messages come from the Honeywell interface cards and accessories guide. A dash means that the page consulted does not specify the state of the lights.

Honeywell PM45 error icons and messages: causes and solutions

Eight status icons and the applicator interface messages are documented by Honeywell for the PM45 and PM45c. For each one: the short answer, the cause, the steps to follow and, where the documentation provides for it, when to hand over to a technician.

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Why is the Media icon on my Honeywell PM45 red when labels are loaded?

Icon: red **Media** (icon display).

Short answer: According to Honeywell, the red Media icon signals media that is out, jammed or loaded incorrectly. Reload the roll following the quick start guide, then run a smart calibration by holding down the Print button with the printer ready.

LIKELY CAUSE

The PM45, PM45c and PM65 quick start guide cites three cases for the red Media icon: out of media, media jammed or media loaded incorrectly. When off, it indicates that media is available and loaded correctly.

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

WHAT TO DO

1. Open the cover and lift the printhead with its lever.
2. Check that the roll is in place on the media hanger and that the media is not jammed in the mechanism; reload it following the illustrations in the quick start guide.
3. The gap sensor is positioned using its adjustment knob, inside the printer.
4. Lower the printhead, close the cover, then hold down the Print button in the ready state to run a smart calibration (see [calibration](#)).
5. In an error state, pressing Print feeds the media: check that it advances normally.

The optional rotating roll holder (Rotation Hanger) adds paper-out detection; Honeywell reserves its installation for an authorised service technician.

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#)  – Honeywell PM45, PM45c

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and PM65 interface cards and accessories guide (official documentation).

Why is the Ribbon icon on my Honeywell PM45 red?

Icon: red **Ribbon** (icon display).

Short answer: The red Ribbon icon indicates a ribbon that is out, not advancing or loaded incorrectly: reload the ribbon. When off, it means that the ribbon is fine or that the printer is not configured to use a ribbon.

LIKELY CAUSE

The quick start guide cites three cases: ribbon out, ribbon not advancing, ribbon loaded incorrectly. According to the Honeywell product page, the PM45 accepts ribbons on a 1-inch core, with the ink on the inside or on the outside. The data sheet gives a ribbon roll of up to 80 mm in diameter and 450 m on the PM45, 61 mm and 229 m on the PM45c.

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

WHAT TO DO

1. Open the cover and lift the printhead.
2. Check that there is ribbon left on the supply hub and that the ribbon is properly attached to the take-up hub.
3. Reload the ribbon following the illustrations in the quick start guide; the fifth loading step only applies to the PM65.
4. Lower the printhead and close the cover.

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – [Honeywell PM45, PM45c and PM65 quick start guide · PM45 industrial printer | Honeywell](#)  – [Honeywell PM45 product page · PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#)  – [Honeywell PM45/PM45c](#)

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data sheet · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

Why does the Printhead Lifted icon on my Honeywell PM45 stay red?

Icon: red **Printhead Lifted** (icon display).

Short answer: The printhead is lifted. Lower it with its lever: according to Honeywell, the icon goes out when the printhead is lowered.

LIKELY CAUSE

The quick start guide associates the red icon with a lifted printhead and the icon off with a lowered printhead. The printhead is lifted by turning its lever anticlockwise (accessories guide).

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

WHAT TO DO

1. Open the media cover.
2. Check that the media and the ribbon pass correctly under the printhead.
3. Turn the printhead lever to lower the printhead, then close the cover.

At start-up, with the printhead lifted, pressing the Print button restores the default settings: do not press Print when turning on the printer with the printhead open, unless that is what you want (see [default settings](#)).

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

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Why does the Printhead Hot icon on my Honeywell PM45 light up red?

Icon: red **Printhead Hot** (icon display).

Short answer: According to Honeywell, the red Printhead Hot icon signals that the printhead is too hot: let it cool down. When off, it indicates a normal temperature and a printer ready to print.

LIKELY CAUSE

The quick start guide associates the red icon with a printhead that is too hot. It also uses the last two icons, Printhead Hot and Maintenance, lighting up together as the cue at start-up for printing the test label.

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

WHAT TO DO

1. Let the printhead cool down before resuming printing.
2. Do not put your fingers into the print mechanism while the printer is powered on.
3. If the icon lights up together with the Maintenance icon just after power-on, this is the cue provided for the test label (see [test label](#)).

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#)  – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

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What does the red Printer Configuration icon mean on my Honeywell PM45?

Icon: red **Printer Configuration** (icon display).

Short answer: Honeywell indicates a printer configuration problem. Check the settings with a Honeywell configuration tool (web interface, PrintSet 5 or PrintSet MC); as a last resort, the default settings can be restored from the Print button.

LIKELY CAUSE

The quick start guide does not specify the setting at fault: the red icon signals a configuration problem, the icon off means there is no problem. The PM45 and PM65 data sheet cites PrintSet 5, the web interface and PrintSet MC for Android and iOS as management tools.

WHAT TO DO

1. Open the printer's web interface or PrintSet to check the settings.
2. If the configuration cannot be corrected, restore the default settings: with the printhead lifted, press Print during start-up (see [default settings](#)).
3. If the icon stays red, consult the Honeywell knowledge base and technical support portal (honeywell.com/PSSTechnicalsupport), given in the quick start guide.

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide · [PM45 and PM65 Industrial Printers Datasheet \(Rev E, 08/26\)](#) [↗](#) – Honeywell PM45 and PM65 data sheet (official documentation).

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What should I do when the General Error icon on my Honeywell PM45 is red?

Icon: red **General Error** (icon display).

Short answer: According to Honeywell, the General Error icon signals a problem that does not match any other icon. In an error state, pressing Print feeds the media; if the icon stays red, contact Honeywell technical support.

LIKELY CAUSE

The quick start guide reserves this icon for problems not covered by the Media, Ribbon, Printhead Hot, Printhead Lifted and Printer Configuration icons, without detailing their causes.

WHAT TO DO

1. Check that no other red icon is lit: it would point you to a more specific entry.
2. Press the Print button: in an error state, it feeds the media.
3. If the icon stays red, consult the Honeywell knowledge base or technical support portal (honeywell.com/PSSTechnicalsupport); for a repair, a return number (RMA) can be requested on automation.honeywell.com, in the Support section.

When to call a technician: if the General Error icon stays red, the Honeywell documentation directs you to its technical support and then, for a repair, to a service centre with an RMA number.

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#)  – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

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Why is the Maintenance icon on my Honeywell PM45 lit orange?

Icon: amber **Maintenance** (icon display).

Short answer: The amber Maintenance icon indicates that maintenance is needed: a lifetime counter (lifetime odometer) threshold has been reached. It stays off as long as no maintenance is required.

LIKELY CAUSE

The quick start guide associates the amber icon with maintenance being required and a lifetime counter setting being reached. It does not specify which maintenance corresponds to which threshold.

WHAT TO DO

1. Identify the maintenance set for the counter setting that has been reached.
2. Print a test label to check the print condition (see [test label](#)).
3. If the printhead is the cause, replace it (see [printhead replacement](#)).

Just after power-on, the Printhead Hot and Maintenance icons lit together serve as the cue for printing the test label.

Source: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide (official documentation).

Why is my Honeywell PM45 paused and how do I resume printing?

Icon: white **Pause** (icon display).

Short answer: The white Pause icon indicates that the printer is paused. Press the Print button to resume printing. Pressing Print during printing stops or pauses the printer after the current label.

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LIKELY CAUSE

According to the quick start guide, pressing Print during printing stops or pauses the printer, which first finishes the current label.

WHAT TO DO

1. Press the Print button once: in the Paused state, it restarts printing.
2. Check that the Pause icon goes out.

The Print button changes role depending on the state: at start-up, it opens calibration mode (or restores the default settings with the printhead lifted); in the ready state, it feeds the media, and a long press starts smart calibration; during printing, it pauses; in an error state, it feeds the media.

Source: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide (official documentation).

What do “Applicator Error 1”, “Applicator Error 2” or “Applicator Error 3” mean on my Honeywell PM45?

Messages: `Applicator Error 1. (1340)`, `Applicator Error 2. (1341)`, `Applicator Error 3. (1342)`, `RTW External Error. (1343)`.

Short answer: These errors come from the applicator connected to the applicator interface card: the printer has received an error signal from the applicator (AppErr1, AppErr2 or AppErr3) or the external RTW signal. Look for the cause on the applicator side.

LIKELY CAUSE

According to the Honeywell interface cards guide, the AppErr1 to AppErr3 inputs are reserved for the applicator to signal its own errors, and the RtW_in_Ext input synchronises the printer with the applicator's status. Each signal detected triggers an event in the System Health Monitor (SHM). The input signals are active low.



WHAT TO DO

1. Identify the error by its number: 1340, 1341 or 1342 for AppErr1, AppErr2 or AppErr3, and 1343 for the external RTW signal.
2. Look for the cause on the applicator: the printer only reads the error state that it transmits.
3. In Direct Protocol, the firmware handles all the signals and enables the SHM events; in Fingerprint, the error inputs are linked to subroutines with the ON PORTIN command.

The message “RTW Extenal Error.” is reproduced with the spelling used in the Honeywell guide. The applicator interface card, reserved for the PM45 according to the PM45/PM45c data sheet, requires Fingerprint firmware v10.18.00.0015 or later and works in Fingerprint, Direct Protocol and ZSim.

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet (official documentation).

Why does my Honeywell PM45 display “APPLICATOR PORT: Wait for signal.” or “Operation not allowed”?

Messages: `APPLICATOR PORT: Wait for signal.`, `APPLICATOR PORT: Wait for reprint.`, `Operation not allowed. Applicator Port disabled.` (88), `Operation not allowed. Applicator Port enabled.` (89), `Operation not allowed in Direct Protocol.` (90), `Dataready not enabled.` (1344).

Short answer: “APPLICATOR PORT: Wait for signal.” is not a fault: the printer is waiting for the print start signal from the applicator. The “Operation not allowed” and “Dataready not enabled.” messages signal a command that is incompatible with the state of the applicator port or with the language used.

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LIKELY CAUSE

According to the Honeywell interface cards guide, these messages appear with the applicator interface card when a PRINTFEED command is waiting for a signal, or when a program sends a command that the applicator port configuration or the language (Direct Protocol) does not allow.

WHAT TO DO

1. “Wait for signal.”: PRINTFEED is waiting for the startprint signal. “Wait for reprint.”: a PRINTFEED -1,1 command is waiting for the reprint signal. These messages appear after a few seconds of waiting.
2. Error 88: an applicator port command was sent while this port is disabled; enable the port or stop sending these commands.
3. Error 89: PORTOUT(PORT) ON or OFF was executed on a port used by the applicator while the applicator port is enabled; avoid this command on these ports.
4. Error 90: PORTOUT.DATAREADY ON/OFF and PORTIN.<SIGNAL> GOSUB are not available in Direct Protocol.
5. Error 1344: in Fingerprint, with the applicator port enabled in I-Style or Z-Style, enable dataready before PRINTFEED, otherwise the command stops without printing.
6. To enable and set up the applicator port: on the web page, System Settings > Manage I/O, then Configure > Printing > Applicator; on the touch display, Menu > Settings > System Settings > Manage I/O, then Menu > Settings > Printing > Applicator.

Three modes are available: Z-Style, S-Style and I-Style; I-Style adds to the Z-Style or S-Style settings the triggering of external inputs/outputs through the External Error port.

Source: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

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Calibration: my Honeywell PM45 skips labels or cannot find the gap

The PM45 is calibrated from the Print button, in the ready state or at start-up, according to the Honeywell quick start guide.

How do I calibrate a Honeywell PM45 or PM45c?

Symptoms: skipped labels, print incorrectly positioned, new roll.

Short answer: With the printer ready, hold down the Print button: the PM45 starts a smart calibration. You can also press Print during start-up to enter calibration mode, provided the printhead is lowered.

LIKELY CAUSE

The PM45, PM45c and PM65 quick start guide describes two ways of accessing calibration with the Print button. According to the data sheet, the PM45 detects gap, notch, black mark and continuous media, as well as media low and media out.

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

OFFICIAL CALIBRATION PROCEDURE

1. Load the media and, for thermal transfer, the ribbon, then lower the printhead and close the cover.
2. The gap sensor is positioned using its adjustment knob (gap sensor adjustment wheel), inside the printer.
3. With the printer in the ready state: hold down the Print button to start smart calibration.
4. Alternative method: press Print during start-up to enter calibration mode.
5. Print a test label to check the result (see [test label](#)).

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With the printhead lifted, pressing Print at start-up restores the default settings instead of entering calibration (see [default settings](#)).

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

Label rolls on the Honeywell PM45: roll shifting sideways, 3-inch core

These entries cover the Honeywell accessories that hold or adapt the label roll on the PM45 and PM45c.

The label roll on my Honeywell PM45 shifts on the media hanger: how do I hold it in place?

Symptoms: roll shifting sideways or telescoping.

Short answer: Put the arm edge guide back in place after loading. For large rolls, Honeywell offers a large edge guide (Large Media Edge Arm Guide) that stops the roll from shifting.

LIKELY CAUSE

According to the PM45/PM45c accessories catalogue, the arm edge guide (Media Arm Edge Guide) stops the roll from telescoping. The accessories guide specifies that the large guide stops large rolls from shifting sideways.

WHAT TO DO

1. To load a roll, slide the edge guide to the end of the arm and turn it 90° clockwise; once the roll is in place, straighten the guide.

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2. To fit the large guide: with the guide at the end of the arm and turned 90°, slide a Torx screwdriver between the arm and the guide, then turn anticlockwise to remove the small guide.
3. Press the large guide onto the arm and straighten it into position.

According to the data sheet, the label roll can be up to 213 mm in diameter, 152 mm on PM45c models with a long door.

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printers Accessories Guide \(Rev A, 11/21\)](#) [↗](#) – Honeywell PM45/PM45c accessories catalogue · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet (official documentation).

How do I load rolls with a 3-inch core on a Honeywell PM45?

Symptoms: roll with a 3-inch core that does not stay on the media hanger.

Short answer: Install the 3-inch core adapter on the media hanger: one adapter is enough on the PM45 and PM45c. First swing the edge guide out, load the roll, then straighten the guide.

LIKELY CAUSE

According to the Honeywell accessories guide, the adapter allows rolls with a 3-inch diameter core to be used.

OFFICIAL PROCEDURE

1. Open the media cover.
2. Slide the edge guide to the end of the arm, then turn it 90° clockwise.
3. Install one 3-inch core adapter (two on the PM65).
4. Load the roll with the 3-inch core.
5. Straighten the edge guide into position, then close the cover.

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Source: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

Several of these faults involve the ribbon or labels used. TIMCOD, [Honeywell reseller](#), supplies [labels](#), [thermal transfer ribbons and printheads](#) for thermal printers (pages in French).

Honeywell PM45 print quality: printing a test label

The test label lets you check the print after a calibration or a printhead replacement; the procedure differs between icon models and touch display models.

How do I print a test label on a Honeywell PM45?

Symptoms: checking the print after a calibration, loading or printhead replacement.

Short answer: On an icon model, wait for the last two icons (Printhead Hot and Maintenance) to light up at start-up, then hold down the Print button until printing starts. On a touch display model, go to Main Menu > Tools > Test Labels.

OFFICIAL PROCEDURE

1. Icon model: turn the printer on and wait until the Printhead Hot and Maintenance icons are lit.
2. Hold down the Print button until the test label starts printing, then release it.
3. Touch display model: at first start-up, complete the setup wizard and answer No when it offers other wizards.
4. From the Ready screen, touch Main Menu, then Tools > Test Labels, and choose the test label to print.

The printheads for the PM45 and PM45c are available in 203, 300, 406 and 600 dpi.

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Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

Honeywell PM45 printhead: replacement

The printhead of the PM45 and PM45c is replaced without removing the cover; the firmware recognises the new printhead on restart.

How do I replace the printhead on a Honeywell PM45 or PM45c?

Symptoms: worn or damaged printhead, change of resolution.

Short answer: Turn the printer off and disconnect the power cord and the communication cables. Open the cover, lift the printhead, unhook the magnetic pressure arm, disconnect the two cables and remove the printhead. Install the new printhead, reconnect the cables and the pressure arm, then plug in and turn on the printer: the firmware recognises the new printhead.

LIKELY CAUSE

The Honeywell product page highlights tool-free replacement of the printhead and the platen roller. The printheads for the PM45 and PM45c are available in 203, 300, 406 and 600 dpi; the procedure is the same for the PM45, PM45c and PM65.

Caution: Before any work inside the printer, the accessories guide asks you to turn the printer off, disconnect the power cord and the communication cables, and follow the precautions against electrostatic discharge. Keep your fingers out of the print mechanism when the printer is powered on.

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OFFICIAL REPLACEMENT PROCEDURE

1. Turn the printer off, then disconnect the power cord and the communication cables.
2. Open the media cover.
3. Turn the printhead lever anticlockwise to lift the printhead.
4. Unhook the magnetic pressure arm from the printhead bracket, disconnect the two cables from the old printhead and remove it.
5. Fit the new printhead and connect its two cables.
6. Engage the bracket of the new printhead so that its metal arms surround the bar of the pressure arm, then hook the pressure arm back onto the printhead.
7. Plug in and turn on the printer: the firmware recognises the new printhead.

Part numbers from the PM45/PM45c accessories catalogue: 203 dpi printhead 50180236-001, 300 dpi 50180237-001, 406 dpi 50180238-001, 600 dpi 50180234-001; platen roller 50180235-001; printhead cleaning cards 1-110501-00 (box of 25).

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45 industrial printer | Honeywell](#) [↗](#) – Honeywell PM45 product page · [PM45/PM45c Industrial Printers Accessories Guide \(Rev A, 11/21\)](#) [↗](#) – Honeywell PM45/PM45c accessories catalogue (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

Honeywell PM45 connection: Wi-Fi, Bluetooth, ports, 4G modem and industrial interface

These entries cover the connection icons and the optional modules documented by Honeywell, including the cellular modem reserved for the PM45 and PM45c.

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Why does the Wi-Fi icon on my Honeywell PM45 stay off?

Icon: **Wi-Fi Signal** off (icon display).

Short answer: According to Honeywell, the Wi-Fi icon off means that the wireless radio is disabled or not installed. Wi-Fi is an option: check that the Wi-Fi/Bluetooth module and its antenna are present, then configure Wi-Fi.

LIKELY CAUSE

The quick start guide states: white icon, wireless signal present; icon off, radio disabled or not installed. The Wi-Fi antenna is only supplied with certain models. The accessories catalogue offers a customer-installable Wi-Fi kit.

Caution: Turn the printer off, disconnect the power cord and the communication cables before working on it, and follow the precautions against electrostatic discharge (Honeywell accessories guide).

WHAT TO DO

1. Check that the antenna is connected to the antenna connector on the rear panel.
2. If the module is not installed: Honeywell offers a customer-installable Wi-Fi kit, with internal card and antenna (NA kit for the United States and Canada, ROW kit for other countries).
3. Installing the module (Torx T20 screwdriver), with the printer off and unplugged: remove the small antenna cover and the two screws from the small plate, attach the plate to the Wi-Fi/Bluetooth card with the hexagonal washer, insert the card, screw it back in with the two screws and connect the antenna.
4. Then configure Wi-Fi; for this, Honeywell refers you to the PM45, PM45c and PM65 user guide.
5. On a touch display model, the Wi-Fi Connectivity icon on the display gives access to the Wi-Fi information.

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Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printers Accessories Guide \(Rev A, 11/21\)](#) [↗](#) – Honeywell PM45/PM45c accessories catalogue (official documentation).

Can Bluetooth be used on a Honeywell PM45?

Icon: **Bluetooth** off (icon display).

Short answer: The PM45/PM45c data sheet lists Bluetooth 5.0 and BLE; the PrintSet MC app configures the printer only over Bluetooth LE. The Honeywell documents consulted do not describe printing over Bluetooth. The white Bluetooth icon indicates that Bluetooth is enabled; when off, that it is disabled or not installed.

LIKELY CAUSE

Bluetooth is provided by the optional Wi-Fi/Bluetooth module. The PM45/PM45c data sheet lists Bluetooth 5.0 and BLE, and states that PrintSet MC configures the printer over Bluetooth LE only; the 2026 PM45 and PM65 data sheet cites PrintSet MC for Android and iOS among the management tools.

WHAT TO DO

1. Check that the Wi-Fi/Bluetooth module is installed (see [Wi-Fi](#)).
2. Use the PrintSet MC app (Android or iOS) to configure the printer over Bluetooth.
3. The Honeywell documents consulted do not describe printing over Bluetooth: for printing, the documented connections are Ethernet, USB, the serial port and Wi-Fi (see [ports](#)).

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Sources: [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#)  – Honeywell PM45/PM45c data sheet · [PM45 and PM65 Industrial Printers Datasheet \(Rev E, 08/26\)](#)  – Honeywell PM45 and PM65 data sheet · [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide (official documentation).

The Connectivity icon on my Honeywell PM45 is off: is the printer receiving data?

Icon: **Connectivity** off (icon display).

Short answer: According to Honeywell, the white Connectivity icon indicates a stable connection; when off, no data is being sent or received. Check the cable and the port used: the PM45 comes as standard with Ethernet, USB and an RS-232 serial port.

LIKELY CAUSE

The quick start guide distinguishes the white icon (stable connection) from the icon off (no data exchange). Standard ports according to the data sheet: 10/100 Mbit/s Ethernet, USB 2.0 device, USB 2.0 host (two on the PM45, one on the PM45c) and RS-232 up to 115.2 kbit/s.

WHAT TO DO

1. Check that the cable is connected to the correct port on the rear panel: Ethernet, RS-232, USB device or USB host.
2. On a touch display model, the Communications icon on the Ready screen shows the communication information.
3. For an RS-422 or RS-485 serial connection, the industrial interface card is required (see [industrial interface](#)).

The quick start guide shows a USB input on the front of the PM45, but not on the PM45c.

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Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet (official documentation).

How do I install the 4G (LTE) modem in a Honeywell PM45 or PM45c?

Symptoms: cellular modem not recognised, SIM card rejected.

Short answer: According to Honeywell, the cellular modem fits only in card slot no. 2 and only accepts Nano SIM cards. Installing it in slot no. 1 can damage it.

LIKELY CAUSE

The accessories guide reserves the cellular modem for the PM45 and PM45c. The PM45/PM45c data sheet presents it as an LTE CAT4 modem.

Caution: Turn the printer off and disconnect the power cord before opening the electronics cover, and follow the precautions against electrostatic discharge. To remove the modem, lower it before taking it out of the slot so as not to damage it.

OFFICIAL PROCEDURE

1. Turn the printer off, disconnect the power cord and remove the electronics cover.
2. Remove the two screws from the slot no. 2 plate, then the plate.
3. Insert the modem through slot no. 2, align it with the screw holes and secure it with two screws and split washers.
4. Connect connector J37 on the main board to connector J5 on the modem with a USB cable.
5. Insert the Nano SIM card and lock it, then close the electronics cover.
6. Attach the two antennas to the connector on the rear panel and tilt the second one by 45° for better reception.

The modem configuration is described in the PM45 and PM45c user guide, according to the accessories guide.

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Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – [Honeywell PM45, PM45c and PM65 interface cards and accessories guide](#) · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – [Honeywell PM45/PM45c data sheet \(official documentation\)](#).

Why is the industrial interface card in my Honeywell PM45 not working?

Symptoms: RS-422 or RS-485 port silent, inputs/outputs having no effect.

Short answer: Honeywell requires Fingerprint firmware v10.18.00.0015 or later, and the card only works in Fingerprint or Direct Protocol, not with IPL firmware. For RS-422 or RS-485, a driver circuit sold separately and a jumper setting are required.

LIKELY CAUSE

According to the interface cards guide, the industrial card provides eight digital inputs/outputs, four relays and an RS-232/422/485 port, addressed as uart2 in Fingerprint. Non-isolated RS-232 is ready to use; isolated RS-422 and RS-485 require circuit 360-027-001 (RS-422) or 360-026-001 (RS-485) and setting the jumpers. The PM45/PM45c data sheet reserves this card for the PM45 and excludes it with IPL firmware.

Caution: Turn the printer off before installation and protect the card from static electricity (ESD precautions).

WHAT TO DO

1. Check the firmware version: Fingerprint v10.18.00.0015 or later.
2. Check the language: the card only works in Fingerprint or Direct Protocol.
3. For RS-422 or RS-485, have the corresponding driver circuit fitted and the jumpers set; the circuit must not be fitted the wrong way round.
4. Jumper P3:2-3 supplies the port with +5 V DC, but removes the galvanic isolation.

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5. Respect the electrical limits: opto inputs in the high state between 10 and 40 V (24 V typical); relays limited to 1 A, 100 VA and 100 V AC.

When to call a technician: Honeywell reserves the installation of the industrial interface card for an authorised service technician.

For new applications, Honeywell recommends the local area network rather than RS-485, which requires a special protocol and dedicated cabling limited to 1,200 m.

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet (official documentation).

Honeywell PM45 cutter and peeler: thickness, installation

Honeywell documents the installation of the cutter, which differs on the PM45c, and that of the label dispenser.

Which labels can the cutter on a Honeywell PM45 cut, and who can install it?

Symptoms: unable to cut thick labels, fitting the cutter.

Short answer: The standard cutter cuts labels up to 10.4 mils (0.26 mm) thick. Honeywell reserves its installation for an authorised service technician, and the kit differs between the PM45 and the PM45c.

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LIKELY CAUSE

The accessories guide describes two installations: on the PM45, the cutter cable connects on the media side; on the PM45c, it connects to the main logic board, passing behind the user interface cover. The accessories catalogue lists one cutter kit per model.

Caution: Fitting is carried out with the printer off, the power cord and communication cables disconnected, following the precautions against electrostatic discharge.

WHAT TO DO

1. Check that the thickness of your labels does not exceed 0.26 mm.
2. Order the cutter kit for your model, PM45 or PM45c.
3. Have the cutter installed by an authorised technician.
4. Once the cutter is fitted, pass the media through the cutter before closing the printhead and the cover.

When to call a technician: Honeywell reserves the installation of the cutter for an authorised service technician.

Part numbers from the accessories catalogue: PM45 cutter kit 50180206-001, PM45c cutter kit 50180201-001.

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#)  – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printers Accessories Guide \(Rev A, 11/21\)](#)  – Honeywell PM45/PM45c accessories catalogue (official documentation).

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How do I install and load the peeler (label dispenser) on a Honeywell PM45?

Symptoms: labels not peeled from the liner.

Short answer: The label dispenser is fitted in place of the tear bar, with the same three screws. Pass the media through the dispenser, raise its lever and close the cover. Honeywell specifies that it is used with a rewinder.

LIKELY CAUSE

According to the accessories catalogue, the dispenser is used for labels with strong adhesive and must be used with a rewinder. The data sheets also mention the label taken sensor (LTS) and the peel-off unit with liner take-up.

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

OFFICIAL PROCEDURE

1. Open the media cover and remove the front access door.
2. Remove the three screws from the tear bar, then the bar.
3. Place the dispenser where the bar was and secure it with the three screws.
4. Pass the media through the dispenser.
5. Raise the dispenser lever and close the cover.

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printers Accessories Guide \(Rev A, 11/21\)](#) [↗](#) – Honeywell PM45/PM45c accessories catalogue · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet (official documentation).

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Honeywell PM45 default settings: resetting the printer

The Honeywell quick start guide describes restoring the default settings from the Print button.

How do I restore the default settings on a Honeywell PM45?

Short answer: Lift the printhead, then turn the printer on and press the Print button during start-up: according to Honeywell, the printer restores its default settings. With the printhead lowered, the same press opens calibration mode.

LIKELY CAUSE

The PM45, PM45c and PM65 quick start guide associates pressing Print at start-up with two functions depending on the printhead position: restoring the default settings with the printhead lifted, calibration mode otherwise.

Caution: Keep your fingers out of the print mechanism when the printer is powered on (Honeywell safety instruction).

OFFICIAL PROCEDURE

1. Switch the printer off.
2. Open the cover and lift the printhead with its lever.
3. Turn the printer on and press the Print button during start-up.
4. Lower the printhead, close the cover, then recalibrate if necessary (see [calibration](#)).

Sources: [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#)  – Honeywell PM45, PM45c and PM65 quick start guide · [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#)  – Honeywell PM45, PM45c and PM65 interface cards and accessories guide (official documentation).

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RFID on the Honeywell PM45: adding UHF encoding

UHF RFID is an option on the PM45 and PM45c, installed on a dedicated interface card.

How do I add RFID encoding to a Honeywell PM45 or PM45c?

Symptoms: printer without RFID function, need to encode UHF labels.

Short answer: UHF RFID (EPC Class 1 Gen2, 18000-6C) is an option on the PM45 and PM45c. According to Honeywell, the RFID interface card and its antenna must be installed by an authorised service technician.

LIKELY CAUSE

The interface cards guide describes the installation: antenna housed in the media guide assembly, card mounted on the main board and connected with a USB cable. Honeywell accepts no liability in the event of installation by an unauthorised person.

Caution: Installation is carried out with the printer off and the power cord disconnected, following the precautions against electrostatic discharge.

WHAT TO DO

1. Call in an authorised technician to install the RFID card and antenna.
2. The antenna is housed in the media guide assembly without pinching its cable or the guide's wires; the tear bar and the platen roller are then put back in place.
3. The RFID card connects to antenna connector J1 and, with a USB cable, to connector J37 or J38 on the main board.

When to call a technician: Honeywell reserves the installation of the RFID card and its antenna for an authorised service technician.

Sources: [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#)  – Honeywell PM45, PM45c and PM65 interface cards and accessories guide · [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#)  – Honeywell PM45/PM45c data sheet (official

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documentation).

When should you call a technician for a Honeywell PM45 or PM45c?

The entries above first suggest reloading, calibrating or adjusting a setting. In the following cases, the Honeywell documentation refers you to a technician or to its support:

- **Persistent “General Error” icon:** Honeywell technical support, then a service centre with an RMA number for a repair.
- **Industrial interface card:** installation reserved for an authorised service technician.
- **Cutter:** installation reserved for an authorised service technician.
- **RFID option:** RFID card and antenna installed by an authorised service technician.

Avoiding recurring faults on the Honeywell PM45 or PM45c: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO) TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a PM45 or PM45c fleet:

Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

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Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Honeywell technicians

Support from teams who know your equipment.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Honeywell PM45 or PM45c troubleshooting: frequently asked questions

How do I calibrate a Honeywell PM45?

With the printer ready, hold down the Print button: the PM45 starts a smart calibration. You can also press Print during start-up to enter calibration mode, provided the printhead is lowered. Then print a test label to check the result. [See the detailed entry.](#)

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What does the red Media icon mean on a Honeywell PM45?

According to Honeywell, the red Media icon signals media that is out, jammed or loaded incorrectly. Reload the roll, then run a smart calibration by holding down the Print button with the printer ready. [See the detailed entry.](#)

Why is the Maintenance icon on my Honeywell PM45 lit?

The amber Maintenance icon indicates that maintenance is needed: a lifetime counter (lifetime odometer) threshold has been reached. It stays off as long as no maintenance is required. [See the detailed entry.](#)

How do I print a test label on a Honeywell PM45?

On an icon model, wait for the Printhead Hot and Maintenance icons to light up at start-up, then hold down the Print button until printing starts. On a touch display model, go to Main Menu > Tools > Test Labels. [See the detailed entry.](#)

How do I reset a Honeywell PM45?

Lift the printhead, then turn the printer on and press the Print button during start-up: according to Honeywell, the printer restores its default settings. With the printhead lowered, the same press opens calibration mode. [See the detailed entry.](#)

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Can Bluetooth be used on a Honeywell PM45?

The PM45/PM45c data sheet lists Bluetooth 5.0 and BLE, and the PrintSet MC app configures the printer only over Bluetooth LE. The Honeywell documents consulted do not describe printing over Bluetooth: the documented connections for printing are Ethernet, USB, the serial port and Wi-Fi. [See the detailed entry.](#)

How do I replace the printhead on a Honeywell PM45?

Turn the printer off and disconnect the power cord and the communication cables. Open the cover, lift the printhead, unhook the magnetic pressure arm, disconnect the two cables and remove the printhead. Install the new printhead, reconnect the cables and the pressure arm, then plug in and turn on the printer: the firmware recognises the new printhead. [See the detailed entry.](#)

What is the difference between the Honeywell PM45 and the PM45c?

The PM45c is the compact version: 432 × 181 × 253 mm compared with 483 × 295 × 284 mm for the PM45, according to the Honeywell data sheet. It takes a smaller ribbon roll (61 mm and 229 m compared with 80 mm and 450 m) and has only one USB host port instead of two. The full-capacity rewinder, the applicator interface and the industrial interface are reserved for the PM45.

Sources consulted

All the causes, procedures and messages in this guide come from the pages below from the official Honeywell documentation, consulted on 20 October 2026.

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- [Quick Start Guide: PM45, PM45c, PM65 Industrial Printers \(PM45-65-EN-QS-01 Rev A\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 quick start guide **official**
- [User Guide: PM45, PM45c, PM65 Series Industrial Printer Interface Boards And Accessories \(PM45-PM65-ACC-EN-UG Rev C\)](#) [↗](#) – Honeywell PM45, PM45c and PM65 interface cards and accessories guide **official**
- [PM45/PM45c Industrial Printer Datasheet \(Rev E, 09/24\)](#) [↗](#) – Honeywell PM45/PM45c data sheet **official**
- [PM45 and PM65 Industrial Printers Datasheet \(Rev E, 08/26\)](#) [↗](#) – Honeywell PM45 and PM65 data sheet **official**
- [PM45/PM45c Industrial Printers Accessories Guide \(Rev A, 11/21\)](#) [↗](#) – Honeywell PM45/PM45c accessories catalogue **official**
- [PM45 industrial printer | Honeywell](#) [↗](#) – Honeywell PM45 product page **official**

The full user guide “User Guide: PM45, PM45c, PM65 Series Industrial Printer” (PM45-PM65-EN-UG-01 Rev C), the Fingerprint command reference guide (FP-EN-CR Rev D) and the Honeywell printer safety guide (NS-PR-EN-SG-01 Rev D), listed on the Honeywell product page, as well as the French quick start guide (PM45-65-FR-QS-01 Rev A) mentioned on the Honeywell site, were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Honeywell PM45 and PM45C Series](#)
- All Honeywell printer troubleshooting guides (PM43, PF4i, PX6i, MP Compact4 Mark III, MP Nova, PC23d, PC42, PC43, PD43, PD45S, PM23c, PX45 and PX65, PX940, RP2 and RP4)
- [Maintenance and repair of Honeywell printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [TIMCOD, Honeywell reseller](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [RFID labels and RFID printers](#) (in French)

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- [Printer cleaning kits](#) (in French)

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125 experts across 7 agencies, from Lille to Aix-en-Provence. Call the reception desk or the technical hotline of the agency nearest to your sites.

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PDF version of the page <https://www.timcod.fr/repairation/en/printer-troubleshooting/honeywell/pm45>, updated on 21 October 2026.

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